Linking Technology with Customer Service

**Presentation to
AMSA and GSA Household Goods
and Freight Forum**

from

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Linking Technology with Customer Service

- Business area: expense management
- Customer service challenges
- Opportunities to overcome challenges
- Benefits of technology approach

Expense Management

- Handling of authorization prior to move
- Handling of vouchers after the move
  - House hunting trip
  - Household goods shipment
  - Temporary quarters
  - En route travel
  - Real estate
  - Miscellaneous
- Tax computation and reporting

Customer Service Challenges

- Status quo in most agencies is manual process

- Challenge #1: High administrative costs

- Challenge #2: No control over data

- Challenge #3: Inconsistent application of policy

Challenge #1:
High Administrative Costs

- Mostly manual processing
- Average *direct* administrative cost to process a relocation is $1,230*
- Total expenditure of approximately $50 million in *direct* administrative costs in civilian agencies
- Other unknown *indirect* costs include:
  - Employee/ approving official time
  - Cost to maintain legacy systems
  - Cost to re-key/ integrate data with HR/ ERP systems

* Based on burdened cost of GS-9/Step 5 ($61,500) that can process 50 relocations per year.

Challenge #2: No Control over Data

- Average direct cost to move civilian employee exceeds $ 50,000
- Average direct cost to move DoD uniformed service member exceeds $ 5,000
- Total expenditure of over $ 4 Billion
- No aggregation of data
- No business intelligence

Challenge #3:
Inconsistent Application of Policy

- **Policy is complex**
  - ➢ Requires 5 days of training per year
  - ➢ Open to interpretation throughout
- **Confusion abounds**
  - ➢ What is mileage rate for house hunting trips?
  - ➢ If you get a house hunting trip, how many days of temporary quarters are allowed?
  - ➢ Is house hunting trip charged as leave?
  - ➢ What per diem rate do you use for en route travel?
- **Specialized work force with expertise retiring**

Opportunities to Overcome Challenges

- Software that automates regulations within standards
  - ☐ eTravel
  - ☐ Section 508
  - ☐ Federal Enterprise Architecture
  - ☐ Web based

    and/ or

- Outsource expense management functions

Benefits of Technology Approach for Expense Management

- Cut direct administrative costs in half = $25 million/ year
- Huge opportunities to cut actual moving costs and improve accountability
- Huge unknown indirect savings (process time)
- Streamline service and payments to travelers
  - Eliminate advances
  - Cut charge card delinquencies
  - Improve employee morale
- Policy platform
  - Instruct employees on entitlements up front
  - Influence behavior
  - Enforce policy in consistent manner
  - Reengineer/ change policy without retraining
- Data aggregation for negotiation with vendors

Thank You

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